

008/13/12

239212

**Deborah.Easterling**

---

**From:** Deborah.Easterling  
**Sent:** Monday, September 10, 2012 4:01 PM  
**To:** 'Smith, Ruthie B'  
**Subject:** RE: Protest\_Letter

Dear Ms. Smith,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email and Letter of Protest to our Clerk's Office for processing. Your email and Letter of Protest will become a part of Docket No. 2012-177-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling  
Administrative Assistant

-----Original Message-----

**From:** Smith, Ruthie B [<mailto:Ruthie.B.Smith@questdiagnostics.com>]  
**Sent:** Monday, September 10, 2012 3:59 PM  
**To:** PSC\_Contact  
**Subject:** Protest\_Letter

Protest\_Letter

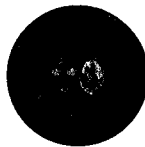
The attached file is the filled-out form. Please open it to review the data.

---

The contents of this message, together with any attachments, are intended only for the use of the person(s) to which they are addressed and may contain confidential and/or privileged information. Further, any medical information herein is confidential and protected by law. It is unlawful for unauthorized persons to use, review, copy, disclose, or disseminate confidential medical information. If you are not the intended recipient, immediately advise the sender and delete this message and any attachments. Any distribution, or copying of this message, or any attachment, is prohibited.

PSC  
MAIL/DMS

IR (10/11/12)



\* Required Fields

Date: \* 9-10-12

**Letter of Protest**  
**in Docket 2012 - 177 - WS**

**Print**

**Email**

**Protestant Information:**

Name \* Ruthie Bemis Smith

Mailing Address \* 8039 Windjammer Dr

City, State Zip \* Tega Cay, SC 29708 Phone \* 704-301-2278

E-mail

**1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)**

Resident of Tega Cay and Customer of Water Company.

**2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)**

This company got an increase in 2010 in the amount of 18%, which should have provided adequate funding to recoup their cost for repairs etc. Company has also had other rate increases in the past that would have provided necessary revenues to repair and maintain the system. The company has neglected the system and the current proposed rate increases are exorbitant and will be a great burden on those of fixed incomes. The City of Tega Cay demographics reflect a high percentage of retirees that are on fixed incomes. This will be very burdensome for all of us as we have some of the highest water rates in the country. Also, the PSC must recognize that York County is the hardest hit County in SC due to the economic downturn.

The company could have circumvented the need for the extreme and excessive proposed rate hike if regular and routine maintenance been performed and long range capital improvements had been programmed properly. We hope the Commissioners will reject the proposed increase and understand the residents cannot afford such an increase. In addition, the company routinely "estimates" the cost of water bills without reading the meters and has OVERCHARGED on numerous occasions. Plus, they didn't read our meter for 2 months and charged us an average. Then, in 2011 we get a 600.00 water bill. We had no idea that there was an underground leak b/c they never checked our meter for 2 months. We were responsible for their lack of responsiveness.

**3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? \***

No, I work and am still trying to pay for that 600.00 water bill from last year!